

Hon. David G. Estudillo

UNITED STATES DISTRICT COURT  
FOR THE WESTERN DISTRICT OF WASHINGTON AT TACOMA

HEATHER DOREEN BENDICKSON,  
*Plaintiff,*

vs.

VROOM, INC., and ALLY FINANCIAL,  
INC.,  
*Defendants.*

) Case No.: 21-cv-05762-DGE

)  
) [Removal from Pierce County Superior Court, case  
) number 21-2-07283-8]

) **DECLARATION OF STEVEN**  
) **HATHAWAY IN SUPPORT OF**  
) **OPPOSITION TO MOTION TO COMPEL**  
) **ARBITRATION**

) **ORAL ARGUMENT REQUESTED**  
)  
)  
)

I, Steven C. Hathaway, declare:

1. I have personal knowledge of the facts set forth below and if called as a witness I can and will competently testify to them under oath.

2. Attached as **Exhibit P-1** is a copy of the DocuSign envelope comprised of 64 pages that Defendant Vroom emailed to Plaintiff on September 4, 2020.

3. Attached as **Exhibit P-2** is a copy of page 1 of the DocuSign documents advising Plaintiff that she had 24 Hours to Sign and Complete Payment of Lose Car.

4. Attached as **Exhibit P-3** is a copy of the Vroom Retail Purchase Agreement (RPA).

5. Attached as **Exhibit P-4** is a copy of the Motor Vehicle Retail Installment Sales Contract (RISC).

DECLARATION OF  
STEVEN C. HATHAWAY

LAW OFFICES OF STEVEN C. HATHAWAY  
3811 CONSOLIDATION AVENUE  
BELLINGHAM, WA 98229  
PHONE (360) 676-0529  
FAX (360) 676-0067

6. Attached as **Exhibit P-5** is a copy of the Buyers Guide (Dealer Warranty).

7. Attached as **Exhibit P-6** is a copy of the Vroom 3-Month 6,000-Mile Limited Warranty.

8. Attached as **Exhibit P-7** is a copy of the Vroom Roadside Assistance Limited Agreement.

9. Attached as **Exhibit P-8** is a copy of the Vroom Guaranteed Asset Protection (GAP Coverage).

10. Attached as **Exhibit P-9** is a copy of the Vroom Protect Tire & Wheel Protection Service Contract.

11. Attached as **Exhibit P-10** is a copy of the Vroom Protect Vehicle Service Protection Vehicle Service Contract.

12. Attached as **Exhibit P-11** is a copy of the AAA Fees.

13. Attached as **Exhibit P-12** is a copy of the JAMS fee schedule.

14. Attached as **Exhibit P-13** is a copy of the Better Business Bureau Article.

I declare under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

*Dated: 02/18/2022*

*/s/ Steven C. Hathaway*  
Steven C. Hathaway

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CERTIFICATE OF SERVICE

I hereby certify under penalty of perjury that a true and correct copy of the foregoing Plaintiff's Initial Disclosures has been served on this date February 18, 2022, upon:

Lorber, Greenfield & Polito, LLP  
Ofelia Granados, Counsel for Defendant Vroom, Inc.,  
11811 NE 1st Street, Suite 300  
Bellevue, WA 98005  
Ofelia A. Granados [OGranados@lorberlaw.com](mailto:OGranados@lorberlaw.com)

Troutman Pepper Hamilton Sanders, LLP  
Roman D. Hernandez, Counsel for Defendant Ally Financial, Inc.  
100 SW Main Street, Suite 1000  
Portland, OR 97204  
[Roman.hernandez@troutman.com](mailto:Roman.hernandez@troutman.com)

X by directly emailing a true copy thereof to his or her email address listed above.

By: **Steven C. Hathaway**  
Steven C. Hathaway, WSBA # 24971  
[shathaway@expresslaw.com](mailto:shathaway@expresslaw.com)  
3811 Consolidation Avenue  
Bellingham, WA 98229  
(360) 676-0529  
Attorney for Plaintiff Heather Bendickson

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